



## Product Support Notice

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PSN # PSN004126u

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Severity/risk level

Medium

Urgency

When convenient

Name of problem New models of 1603 SW-I phones cannot be upgraded to SIP firmware

Products affected

1603SW-I: Release: Avaya one-X® Deskphone Value Edition SIP Release 1.0.x

Problem description

1603 SW-I phones with serial numbers between 12WZ44670001 – 12WZ4467005U and beginning with 13WZ016006G9 or newer cannot be upgraded to SIP firmware.

1603 SW-I phones prior to these serial number ranges are not affected.

Cause:

A newer chipset was added to the 1603SW-I beginning with the listed serial number ranges and it does not support SIP software.

Resolution

No resolution is planned for this issue

Workaround or alternative remediation

Convert the 1603SW-I to H.323 firmware

Remarks

If the customer is unable to convert to the H.323 protocol, please contact the 1600 Series IP Deskphones Product Management team through your Avaya or Partner Sales representative.

## Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

## Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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